



**AVYUKTA  
INTELLICALL**

# Avyukta New "e" Age CRM

Since 2008, 475+ Call Centres in 9 Countries...





**Just like a Dialer, a CRM/ERP/MIS is a basic necessity for any organization**



# ARE YOU STILL USING CALL CENTER DIALER AND CRM DIFFERENTLY FROM DIFFERENT VENDORS?





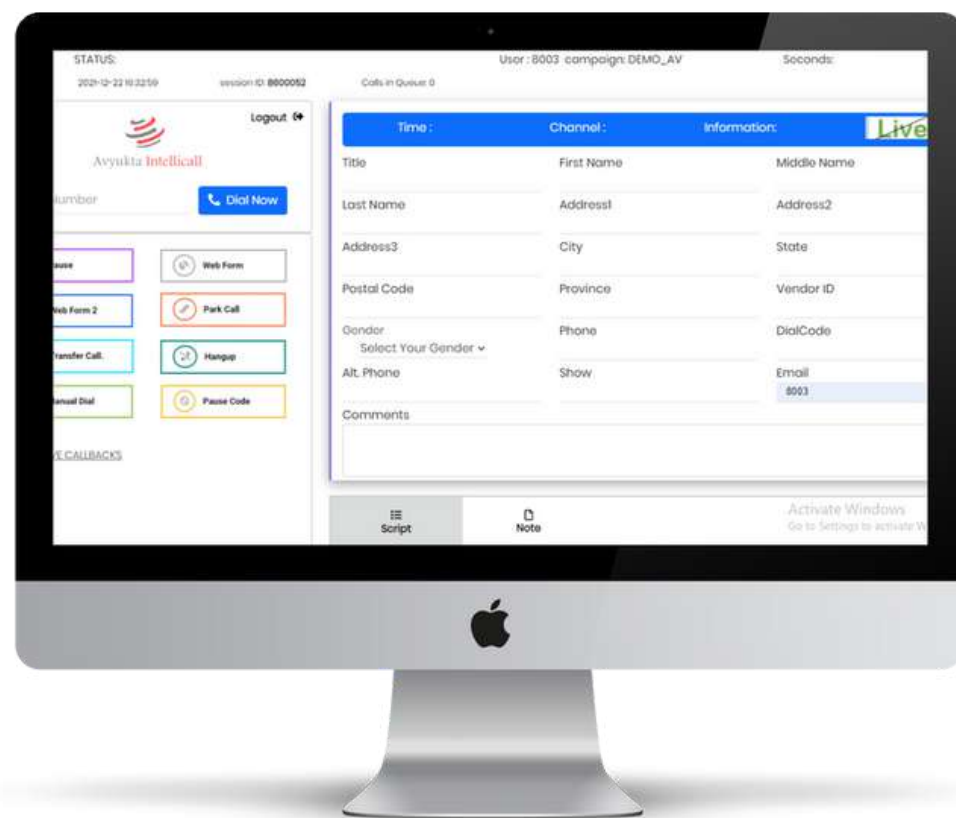
**Why it does  
have to be  
separate?**



**Why does it need to be  
disclosing Client  
number or other  
contact information?**

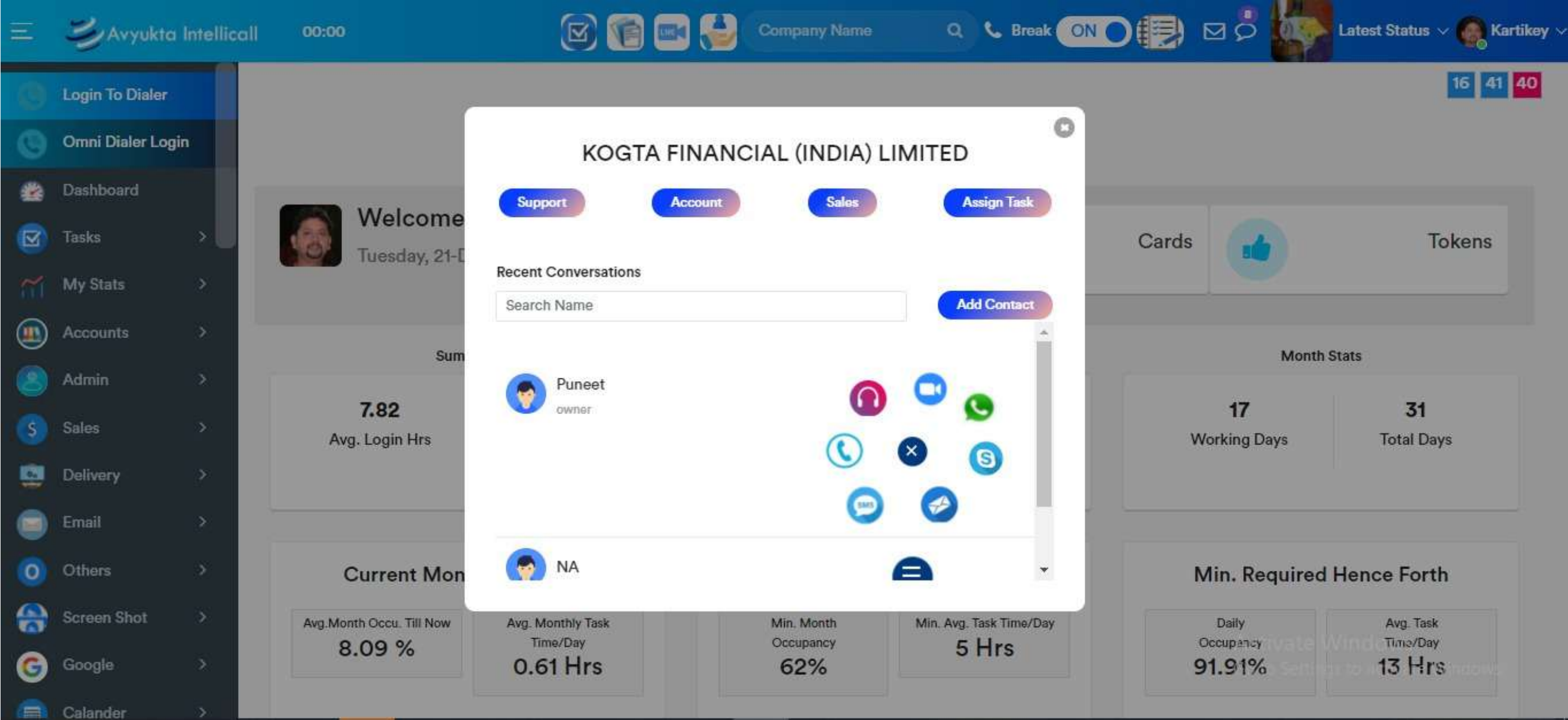


***"Your Customer Relationship Manager can't MANAGE the CUSTOMER RELATIONSHIP if/until it isn't a TELEPHONY CUSTOMER RELATIONSHIP MANAGER"***



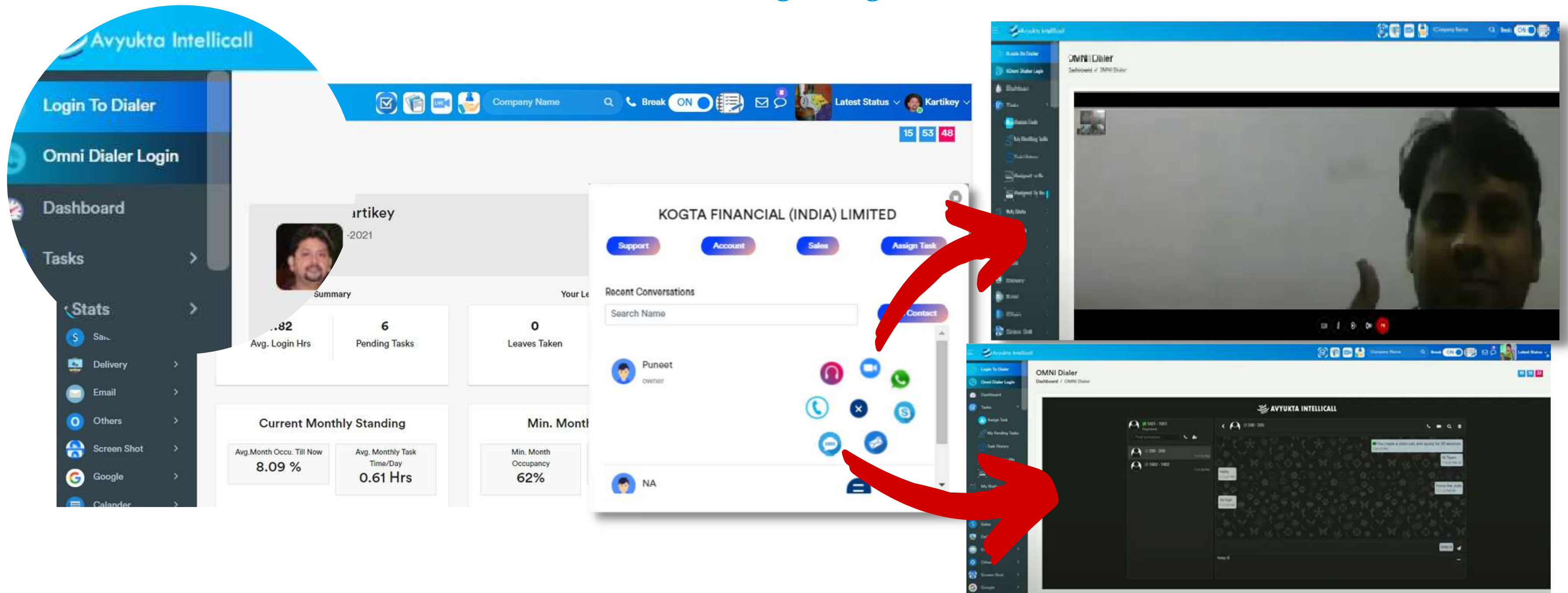


# Gone are the days where you had to manage multiple tabs for managing CRM and Dialer



since the advent of technology and the demand for updates in the telephony verticals, we spent all our energies, towards developing a world-class software

which gives you almost everything under a single roof whether unified communication / single- sign-on / Omni & multi-channels



Or Non-disclosure of any contact number of Clients, Vendors, Resellers, Leads, Employees, Colleagues, and Channel Partners but still audibly connected via **Omni or multi-channels**



**Timely and custom-defined user tab and window system screenshots on email and UI panel helps you to discover what the user is doing or browsing apart from weblogs Employee System's Snapshots**

The screenshot displays the 'Real Time View' of an employee monitoring system. The interface includes a top navigation bar with the company logo 'Avyukta Intellicall', a search bar, and a 'Break' toggle set to 'ON'. Below the navigation bar, there are four employee cards, each representing an employee's current status and performance metrics. The employees shown are Hitesh, Kuldeep, Mohammed, and Kritika. Each card includes a profile picture, a location pin icon with 'km : 0', a login time, and a status indicator (IDLE). The metrics for each employee are as follows:

Employee	Login	Status	Pending Tasks	Status Since	Dynamic Occupancy	Avg. Monthly Occupancy	Sales Person
Hitesh	11:05 (WFO)	IDLE	0	00:00	0%	0.00%	NONE
Kuldeep	11:05 (WFO)	IDLE	0	1:59	31%	57.19%	NONE
Mohammed	11:09 (WFO)	IDLE	0	00:00	0%	0.00%	NONE
Kritika	11:29 (WFO)	IDLE	0	1:2	25%	58.91%	NONE

At the bottom of each card, there is a large 'IDLE' status indicator and a note to 'Activate Windows'.

**in predefined timings on Admin's Email, Employees' Exact working location along with GPS view.**



Avyukta Intellicall

Search here

Break ON

Employees Anurag

Anurag is Working Right Now

### Current Running Task ( Right Now ) - Anurag

Show 10 entries

SN	CustomerName	Sales Person	Resource	WorkType	Task	Date	Time
1	VOZIC CONSULTING LLP	NA	Anurag	L1	Create Webform	2021-12-22	18:51:36

Showing 1 to 1 of 1 entries

### Summary 22 Dec ( Today ) - Anurag

Login Time:	12:43:40	Logout Time:	Yet to Logout
Phone Time:	00:00:00	Task Time:	04:33:00
Manual Break Time:	00:12:33	Auto Break Time:	00:00:00
Personal Logout Time:	00:00:00	Idle Time:	01:22:41
Dynamic Occupancy:	74%	Pending Tasks:	0

### Summary of the Period Chosen - Anurag

Average working Days	2	Average working Days	2
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Avyukta Intellicall

Search here

Break ON

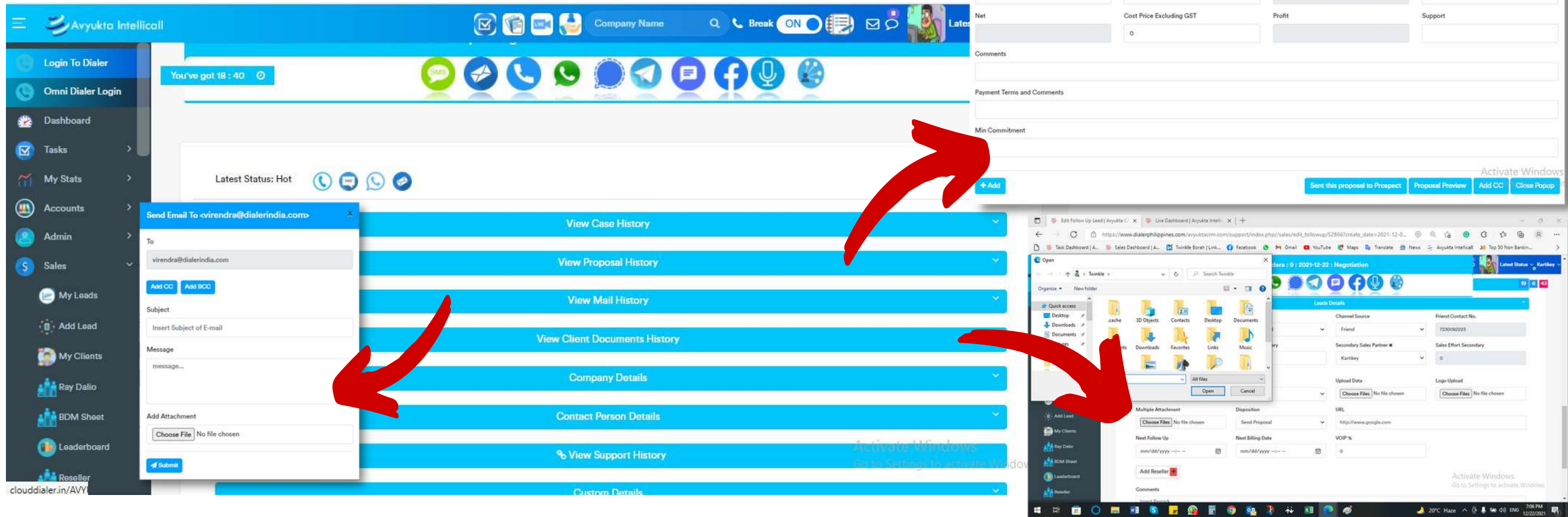
Employees Anurag

Anurag is Working Right Now

22/12/21

Anurag	Logged IN	Logged IN	Logged IN	00:00:00	12:06:24	12:06:24	Logged IN	WFO +	21/12/21	WFH	NA
Anurag	AURA CLINIC	NA	L1	00:00:00	12:57:59	12:57:59	API reponse change	Task accept	21/12/21	WFH	API reponse change
Anurag	AURA CLINIC	NA	L1	00:59:03	12:57:59	13:57:02	API reponse change	Task Pause	21/12/21	WFH	API reponse change
Anurag	AURA CLINIC	NA	L1	01:02:39	12:57:59	14:00:38	API reponse change		21/12/21	WFH	API reponse change
Anurag	VOZIC CONSULTING LLP	NA	L1	00:00:01	14:11:19	14:11:20	Create Webform	Task accept	21/12/21	WFH	Create Webform
Anurag	VOZIC CONSULTING LLP	NA	L1	00:59:43	14:11:19	15:11:02	Create Webform	Task Pause	21/12/21	WFH	Create Webform
Anurag	VOZIC CONSULTING LLP	NA	L1	00:59:43	14:11:19	15:11:02	Create Webform	Task Pause	21/12/21	WFH	Create Webform

**Gone are the days when you were required to keep poking your staff for updates and the task or project management**







# AVYUKTA INTELLICALL CRM FEATURES





# Features

- 1. Omni-channel Single Sign-On with Live Location**
- 2. Target Work Stats for the Month with Priorities and Escalations**
- 3. Voice-Based Notifications for All CRM Events**
- 4. Omni Channelled Unified Communication**
- 5. Sales CRM**
- 6. Lead Management**
- 7. Google Modules and Emails Integrations**
- 8. Attendance, Leave, Task, Salary, Incentive Management Modules**
- 9. Secure Employee Task Allocation & Management Module, With Customer Details Masking**
- 10. Custom Client Stages**
- 11. Auto Triggers for Personal and Complete logout for Idle Users**
- 12. Events & Meetings**
- 13. Client CRM Login**
- 14. Daily Emails for Logins and Logouts with Detailed Task Summaries and Occupancies**
- 15. 25+ Detailed Reporting Modules**





# Voice-Based Notifications for All CRM Events

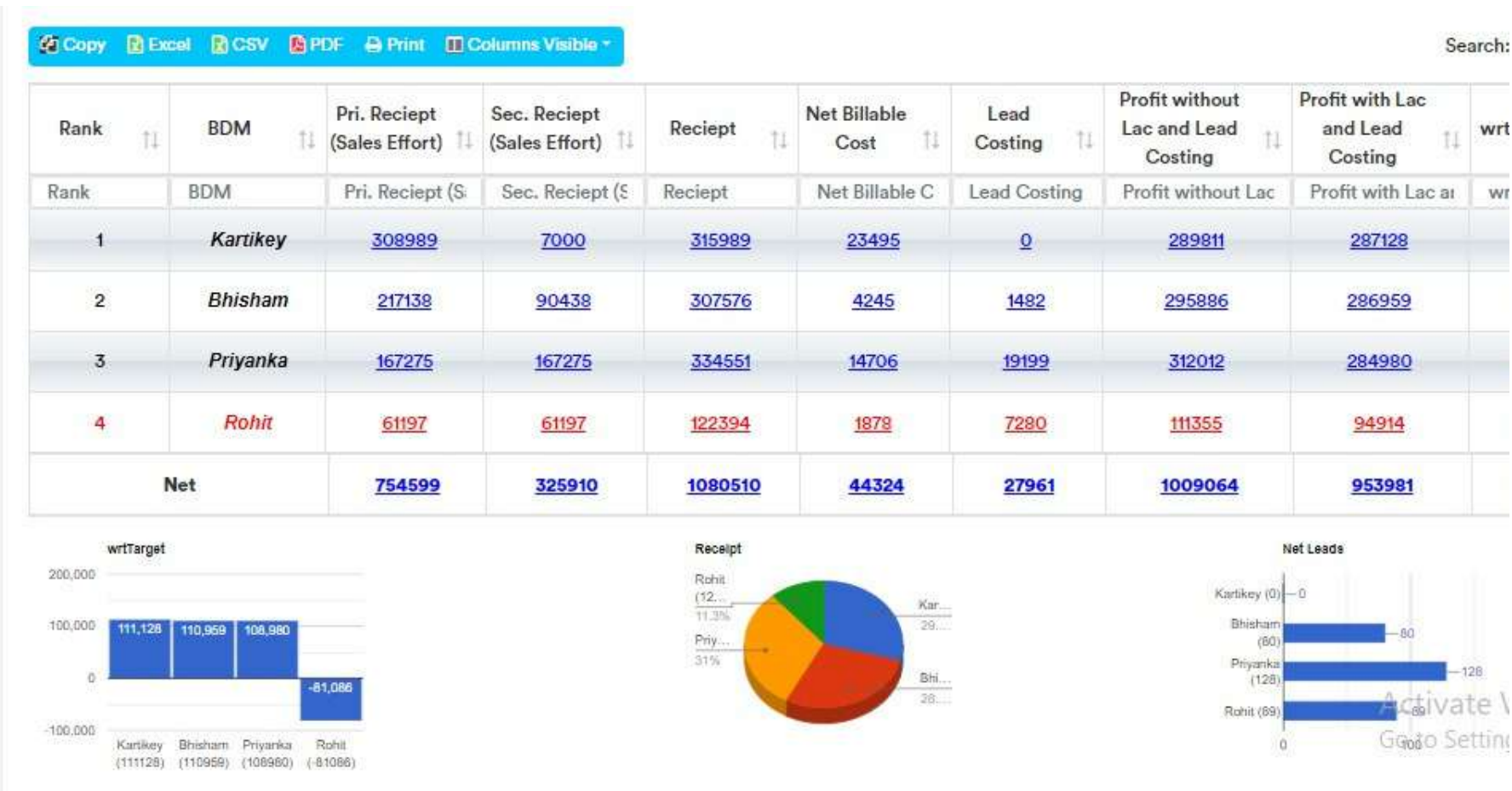
The screenshot displays a CRM dashboard with two main sections: 'Your Leaves' and 'Month Stats'.  
**Your Leaves:** Shows 0 Leaves Taken and 0 Remaining.  
**Month Stats:** Shows 17 Working Days and 31 Total Days.  
**Min. Monthly Target:** Includes Min. Month Occupancy at 62% and Min. Avg. Task Time/Day at 5 Hrs.  
**Min. Required Hence Forth:** Includes Daily Occupancy and Avg. Task Time/Day.  
A blue notification pop-up is visible at the bottom, stating: 'Set pop up alter for event tas | Software Ronak (02:47) Click for details'.

# Omni Channelled Unified Communication

The screenshot shows a CRM dashboard for 'Follow Up Leads List'. The top navigation bar includes a clock (00:00), a search bar with 'Company Name', a 'Break ON' toggle, and user information (Latest Status, Kartikey).  
The main content area is titled 'Follow Up' and includes a 'Live Dashboard' button. A descriptive text box states: 'Follow Up Leads List: "Section shows the leads which are assigned by the user through out the month."'.  
Below this, there are date range filters: 'From 2021-12-01' and 'To 2021-12-21', along with 'Show Report' and 'Download' buttons.  
A row of communication icons is displayed, including SMS, Email, Phone, WhatsApp, Messenger, Telegram, Facebook, and Voice.  
At the bottom right, there is an 'Active' status indicator and a 'START CALLING' button.



# Sales CRM



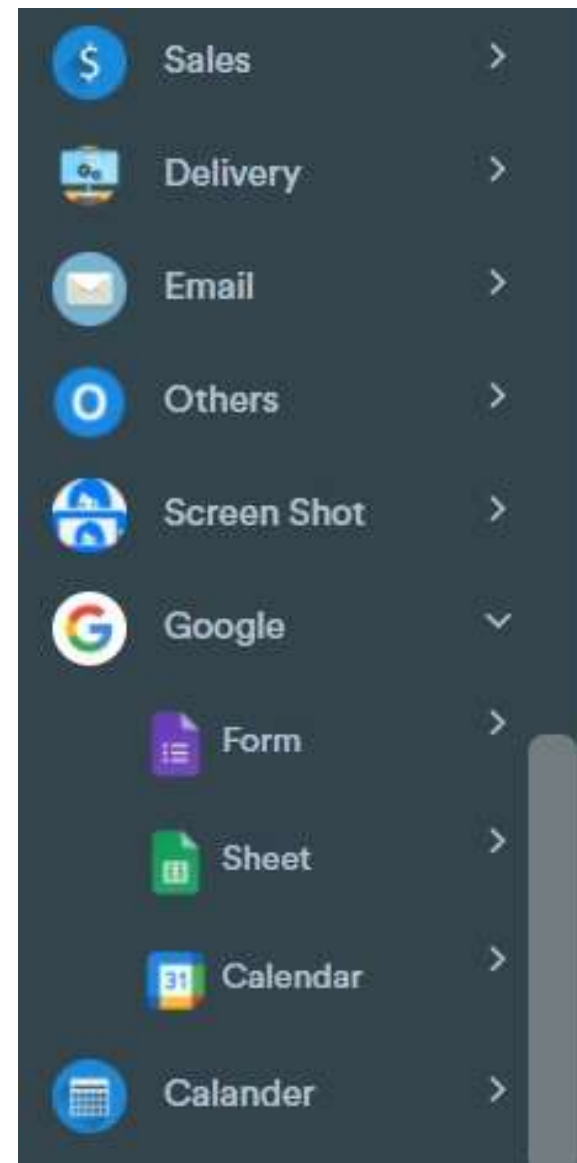
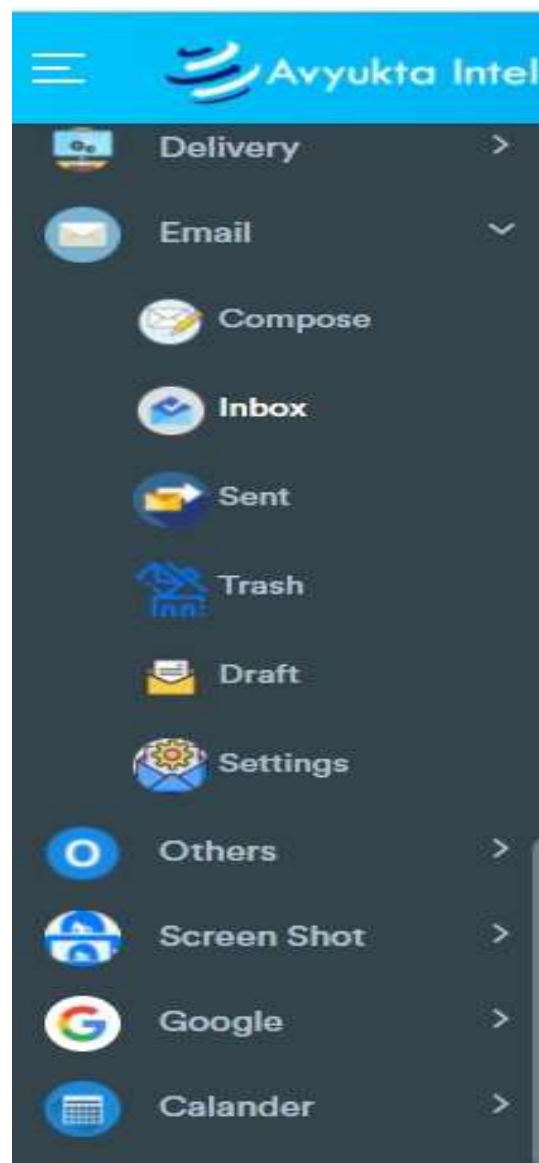
# Lead Management

All	Company Name	SPOC Name	Status	Disposition	Last Updated	No. Of Follow Ups
<input type="checkbox"/>	rajaram	raju	New Lead	ProposalSent	2021-12-21	2
<input type="checkbox"/>	RJGlobus Solutions	Rohan	Mild			0
<input type="checkbox"/>	Vision Plus	Vipin	WON	lead view	2021-11-30	7
<input type="checkbox"/>	ABC	Rohit Samyal	RGA Done	LongCall	2021-11-23	2
<input type="checkbox"/>	praveev tested sec p	ramesh	ProposalSent	ProposalSent	2021-12-02	5
<input type="checkbox"/>	360 Upskilling and C	Rahul	Hot	lead view	2021-12-21	4
<input type="checkbox"/>	LEEWAY	Gyan	WON	lead view	2021-12-01	16
<input type="checkbox"/>	testign	Surbi	RGA Done	lead view	2021-11-18	2
<input type="checkbox"/>	VOZIC	Saif	WON	lead view	2021-12-02	16

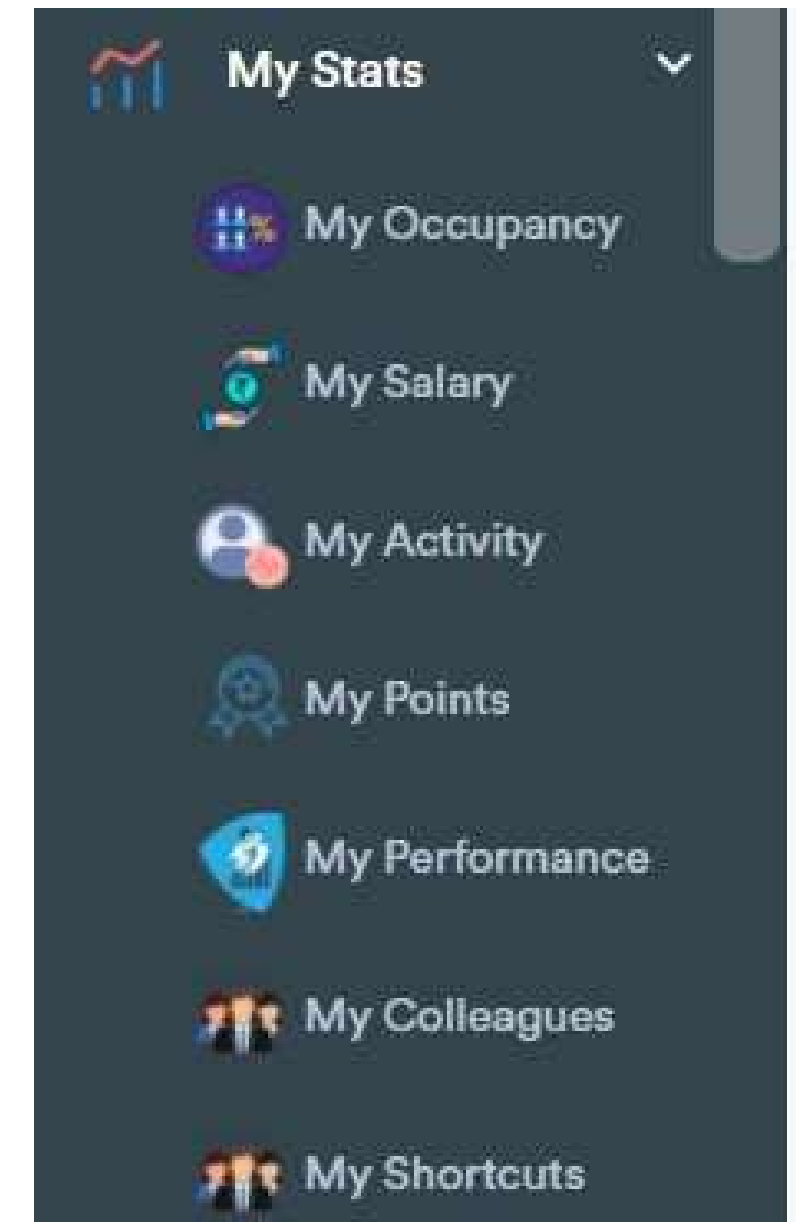
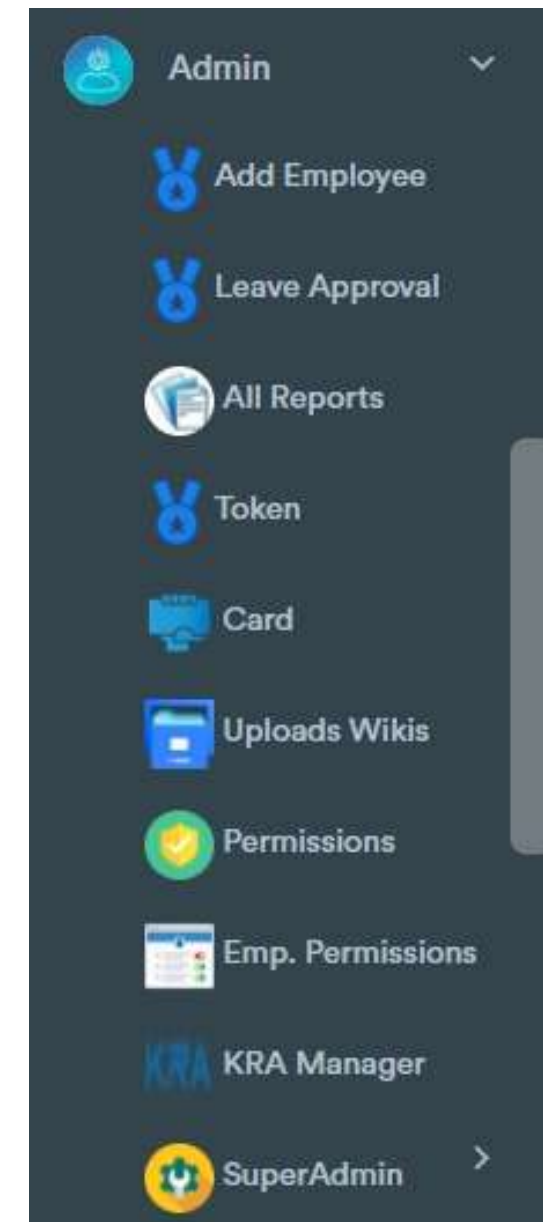
**Avyukta E Call CRM, Offers you all Key Areas for Sales Team, under a single roof to enhance your sales team's efficiency and productivity with an inbuilt Sales CRM Module**

**Including the Source of the lead, Cost of the lead, which can be defined by the Super Admin.**

## Google Modules (Sheets/Form/Calendar/Gmail) and Emails Integrations



## Attendance, Leave, Task, Salary, Incentive Management Modules





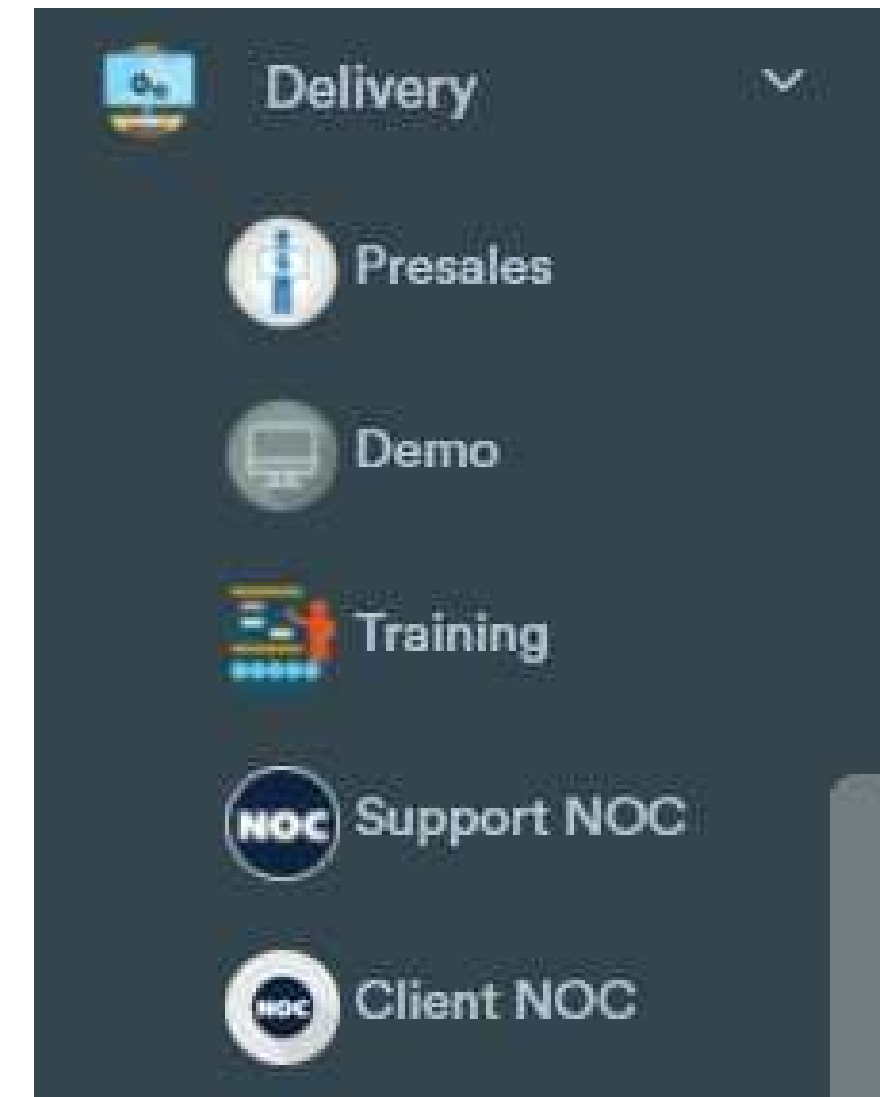
# Secure Employee Task Allocation & Management Module, With Customer Details Masking

The screenshot shows a software interface for task allocation. At the top, there is a blue header bar with a clock showing 00:00, a search bar with 'Company Name', a 'Break' toggle set to 'ON', and a user profile for 'Kartikey' with a 'Latest Status' dropdown. Below the header, there is a grey bar with the text 'Add Task: "Section used to assign tasks to the employees."'.

The main form area is divided into several sections:

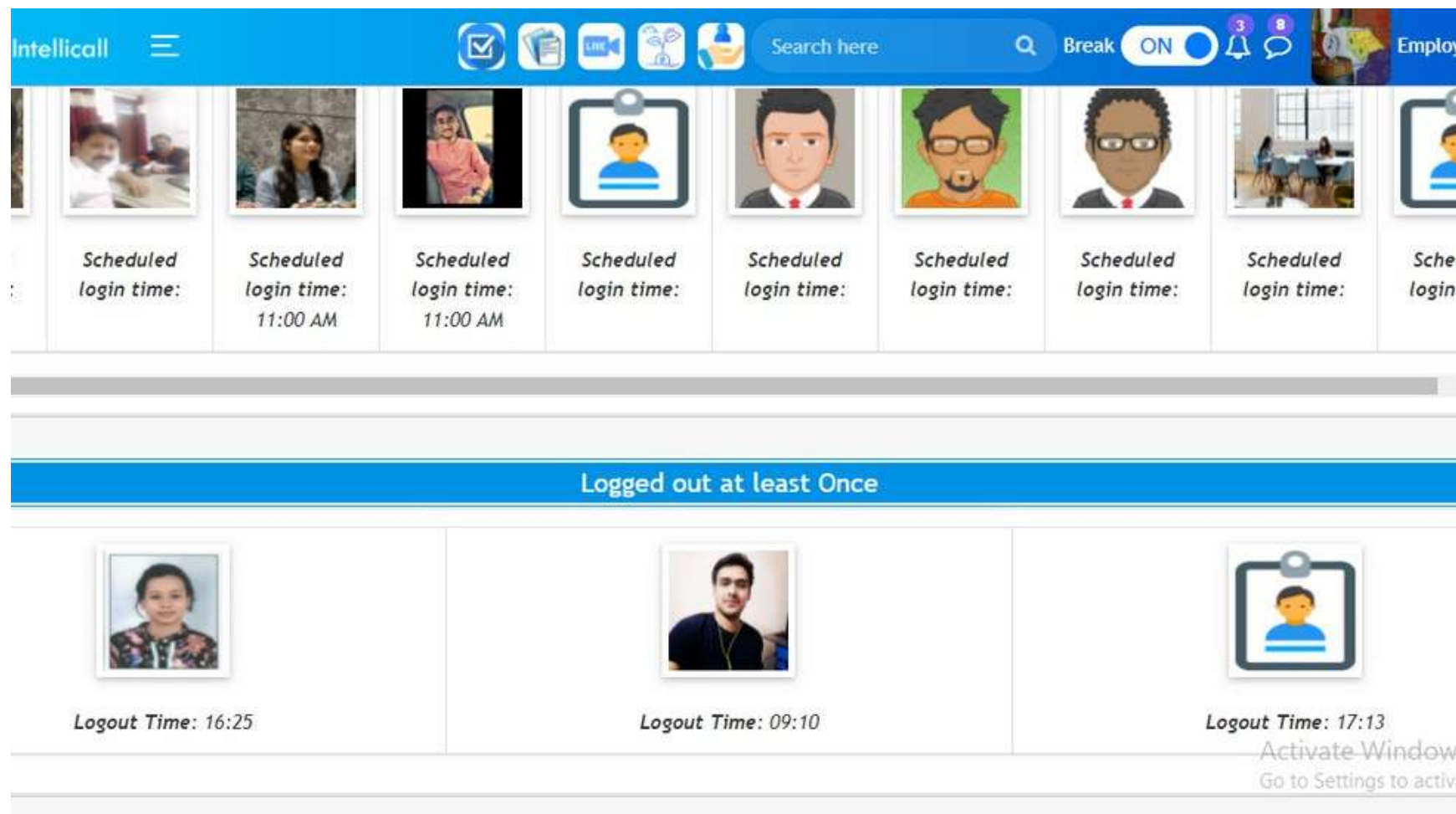
- CustomerName:** A text input field.
- CustomerID:** A greyed-out text input field.
- Type:** A dropdown menu currently showing 'L1'.
- Next Update Time (Mins):** A text input field containing '20'.
- Sales Person:** A dropdown menu showing 'Select Sales Person'.
- Reseller:** A greyed-out text input field.
- Task:** A text input field.
- Map with KRA:** A text input field.
- Assign To:** A dropdown menu showing 'Kartikey' with a list of other employees below it: Aarjav, Anurag, Arjun, Avyukta.Inhouse, Bhawani, Bisham, Deeksha, Deepasha, Dilip Kumar (highlighted), Gotum, Govind, Gulab, Hari Shankar, Hitesh, Jone, Kartikey, Kartikey, and Kritika.

## Custom Client Stages

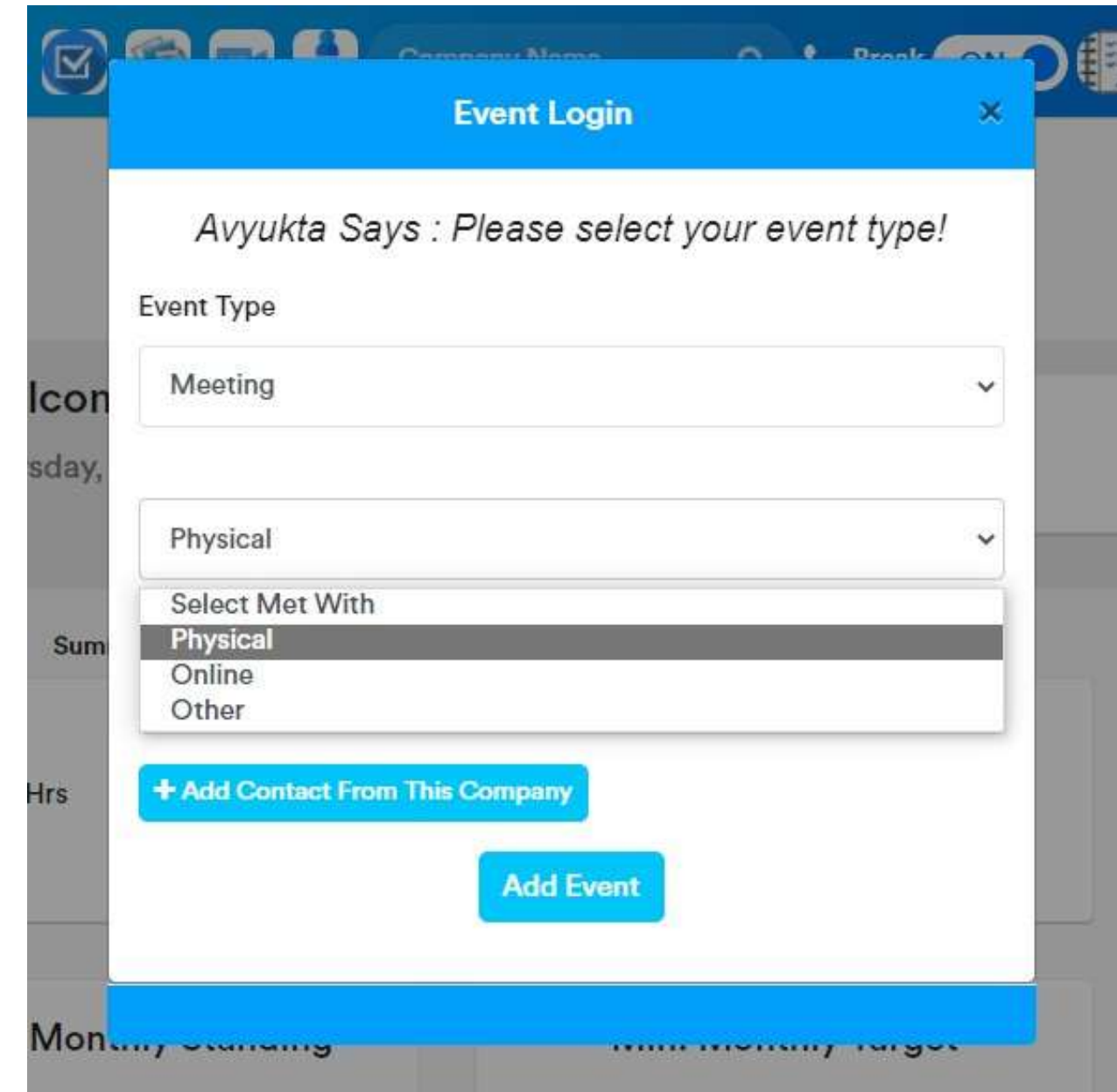


These can be custom defined by the Super Admin as the process required

# Auto Triggers for Personal and Complete logout for Idle Users



## Events & Meetings



**Check-In and Check-Outs can be done with a few clicks, and the meeting time will be added to user task time, once the meeting is completed.**



# Client CRM Login

Welcome, Ronak Shrivastav C/O RAAS TECH PVT. LTD.  
 Tuesday, 28-Dec-2021  
 Last Updated 11 Nov 2021 18:18:45

₹ **47137** Total Payment [View More](#)

₹ **0** Due Payments [View More](#)

₹ **0** ADD Payment [View More](#)

**0** Request Service [View More](#)

SN	Customer Name	BDM	Resource	Work Type	Net Time(HH:MM)	Task	Date
1	RAAS TECH PVT. LTD.	AVY-1001	Pra Test	L1	00:01	Event	2021-11-09 19:38:44
2	RAAS TECH PVT. LTD.	AVY-1001	Pra Test	L1		Event	2021-11-09 19:38:44

When you do so much, for the end client, let's not leave the client, un-updated.

# Daily Emails for Logins and Logouts with Detailed Task Summaries and Occupancies

Reply Reply All Forward

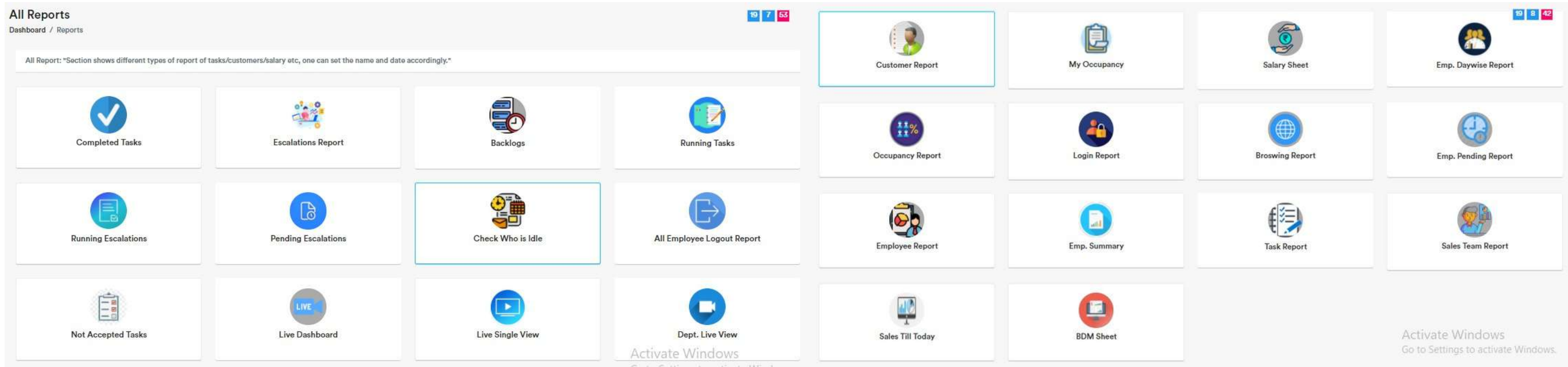
AvyuktaCRM <crm@dialerindia.com> Avyukta Intellicall  
 Hari Shankar -WT :04:28,Occ :59.09

If there are problems with how this message is displayed, click here to view it in a web browser.  
 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Detailed Summary for 23 Dec

S. No	Customer Name	BDM	Emp	Work Type	Start Time	End Time	Net Time	Task	Comment
1	NA	NA	Hari Shankar	NA	09:14:44	09:14:44	00:00	Login	NA
2	Idle	Idle	NA	Idle	09:14:44	11:21:50	2:7	Idle	Idle
3	Idle	Idle	NA	Idle	11:21:50	11:34:06	0:12	Idle	Idle
4	Colonel Defence Academy	Rohit	Hari Shankar	L1	11:34:06	11:34:06	0:0	Agent calling issue	Task accept
5	Colonel Defence Academy	Rohit	Hari Shankar	L1	11:34:06	11:54:01	0:19	Agent calling issue	Task Pause

# 25+ Detailed Reporting Modules



**Detailed Reporting for Login, Logout, Idle, Task, Break, Occupancy, AHT, Deadline, Bounce Time Summary, etc.**

**With Client, Task, Salary, Incentive, Employee, Project, Call, Prospect, Ticket, and Escalation.**



A hand in a dark suit sleeve holds a glowing blue sphere. The sphere is surrounded by a complex network of blue lines, resembling a neural network or data flow. The text 'THANK YOU' is written in a bold, white, sans-serif font across the center of the sphere. The background is dark with faint blue patterns.

**THANK  
YOU**



# CONTACT US



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